STATE OF ALABAMA
DEPARTMENT OF FORENSIC SCIENCES— FY09 IT STRATEGIC PLAN WORKSHEET

IT MISSION

Implement, provide, and oversee information systems support, training and services to the Department of Forensic Sciences

IT VISION

To establish and provide highly valued and innovative telecommunications and information support, training and services to the Department of Forensic Sciences and its clients

VALUES

Integrity
We are dedicated to act in accordance with clear ethical principles and professional standards

Quality
We are dedicated to consistently provide superior and innovative information technology, services and training

Service
We serve the needs of our department in a timely fashion and ultimately those agencies and citizens that depend on accurate, comprehensive, and quality forensic analyses and reporting

Respect
We value and recognize our employees' and clients' insights and contributions to our mission

KEY GOALS

G1: Customer Satisfaction - To achieve reported customer satisfaction with our services and support of (90%) by FY10 (GP2)

G2: IT Infrastructure Integrity - Replace or upgrade at least 20% of all departmental computer system components each year in order to establish and maintain IT infrastructure integrity.

G3: Paperless - Decrease reliance on paper-driven processes to reduce average administrative cost of processing a case by 75% by the end of FY10.

WORKLOAD FACTORS

W1: # of clients served
W2: # of systems and applications supported
W3:# "major" requests by location and time

STAKEHOLDERS (EXPECTATIONS)

Customers
- Department staff
- Law enforcement agencies
- Coroners
- Court system (prosecution; defense)
- Citizens (public access to reports; civil cases)

Expectations
- *Immediate, timely, accurate response and guidance*
- *Maintain dependable IT infrastructure*
- *User-friendly access, applications, and systems*
- *Timely and comprehensive training on current applications and systems*
- *Maintain IT expertise*

Leaders
- IT Department head
- Dept heads
- Lab Directors

Expectations
- *Information about performance*
- *Immediate, timely and accurate response and guidance*
- *Maintain dependable IT infrastructure*
- *User-friendly access, applications, and systems*
- *Timely and comprehensive training on current applications and systems*
- *Maintain IT expertise*

Partners
- Law enforcement agencies
- Court System (prosecution; defense)
- Department of Justice (NIJ)
- Alabama Office of Courts
- Department of Finance (ISD)
- Vendors (ex: PLC, HP)
- Department Staff

Expectations:
- *Establish and maintain dependable IT infrastructure and capabilities*
- *Ensure IT systems meet mission requirements*

ASSUMPTIONS

- Activities & initiatives planned for FY07-08 are on schedule, including planned staff increase
- By FY09, baselines will be clearly established for all defined metrics
- Caseload remains consistent with historical trends

STRENGTHS

- Leadership support
- Well established organizational strategic direction of the agency
- Dedicated and knowledgeable employees
- Relationships with vendors and service providers

WEAKNESSES

- Infrastructure rapidly approaching obsolescence
- Insufficient staff

OPPORTUNITIES

- Establishment of a comprehensive disaster recovery infrastructure and capability
- Decreasing costs of current information technologies permit expansion of existing services and capabilities
- Increased emphasis on e-government capabilities
- Interagency cooperative agreements

THREATS

- Lack of adequate, stable IT funding
- Inability of the current merit system and State Personnel to consistently attract and retain qualified personnel

CRITICAL ISSUES

Internal

IC1: **Staffing**: Lack of adequate staffing for an expanding IT infrastructure.

External

EC1: **Funding**: Erosion of funding through grants; lack of a stable, consistent means of funding for IT initiatives.

KEY GOALS, OBJECTIVES, STRATEGIES & ACTION PLANS
(Person Responsible/Estimated Completion Date)

G1: Customer Satisfaction - To achieve reported customer satisfaction with our services and support of (90%) by FY10 (GP2)

- S1: Develop a survey and assess customer satisfaction based on the survey. (J. Foster, Oct 1, 2008)
- S2: Follow up on specific issues and concerns from the survey(s) (J. Foster, Dec 1, 2008)
- S3: Provide feedback to employees about performance. (J. Foster, ongoing after Dec 2008)
- S4: Address issues and concerns in service areas with low ratings in order to implement changes and/or add services. (J. Foster, ongoing after Dec 2008)

G2: IT Infrastructure Integrity - Replace or upgrade at least 20% of all departmental computer system components each year in order to establish and maintain IT infrastructure integrity.

Obj1: Replace or upgrade at least 20% of all departmental computer system components each year (FY09).
(% of computer system components replaced)

S1: Replace or upgrade departmental computer system components per five-year replacement cycle
- A. Coordinate funding for replacement and upgrade schedule. (R. Kennette) (1 Oct 08)
- B. Procure budgeted replacement components. (J. Foster) (31 Mar 09)
- C. Complete component replacement and verify operability and compatibility. (J. Foster) (31 July 09)
- D. Determine % of computer system components replaced and upgraded. (J. Foster) (31 Aug 09)
- E. Evaluate inventory to identify components for replacement and upgrade during next FY. (J. Foster) (30 Sep 09)

G3: Paperless - Decrease reliance on paper-driven processes to reduce average administrative cost of processing a case by 75% by the end of FY10.

Obj1: Decrease reliance on paper-driven processes to reduce average administrative cost of processing a case by 30% by the end of FY09. (average administrative processing cost per case)

S1: Determine options and requirements for integrating analytical instrumentation into the case management system to reduce average administrative cost of processing a case
- A. Form project group, including representatives from vendors. (R. Kennette) (1 Oct 08)
- B. Determine scope and duration of project. (R. Kennette) (31 Jan 09)
- C. Identify functional areas for integration and determine impact on paper-driven processes and administrative costs. (R. Kennette) (31 May 09)
- D. Formulate project plan and implementation schedules. (R. Kennette) (31 May 09)
- E. Provide user training (R. Kennette) (31 May 09)
- F. Determine system and budget requirements. (R. Kennette) (31 May 09)
- G. Gain departmental approval for project plan and budget. (M. Sparks) (31 Aug 09)

S2 Assess impact of Web-based reporting system on reducing average administrative cost for case processing
- A. Collect and analyze data on system utilization and average administrative costs for case processing. (W.L. Goodwin) (31 Dec 08)
- B. Report analysis results to Director with recommendations for refining system. (W.L. Goodwin) (31 Dec 08)
- C. Implement and monitor approved recommendations. (M. Sparks) (30 Sep 09)

IC1: Staffing - Lack of adequate staffing for an expanding IT infrastructure.
- S1: Assess staffing needs – Conduct a study to determine staffing needs to support IT programs and initiatives.
- S2: Staffing Strategy – Develop a strategy to recruit, train or outsource key positions and competencies.
- S3: Funding – Secure funding for additional staffing needs.

EC1: Funding: Erosion of funding through grants; lack of a stable, consistent means of funding for IT initiatives.
- S1: Enhance fee-based funding sources.
- S2: Explore additional or extended grants or additional sources of federal funding.